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AZHARUDDIN YAHOO

Industry Preference: F&B; Location Preference: Overseas



Profile Summary

- Performance-driven professional with over Decade years of experience in Strategic F&B Operations, Restaurant Management, Customer Satisfaction, Training and Staff Management.
- Directing productive cross-functional teams using interactive and motivational leadership that spurs people to willingly give excellent results.
- Strategizing the long-term business directions to ensure maximum profitability in line with organizational objectives.
- Pivotal in regulating adherence to hotel standards and introducing best practices to improve products, service levels and thereby increasing revenue.
- Pivotal in identifying underlying risks, deficiencies, and opportunities that others missed.
- Skilled in collaborating with guests to gather their feedback on the services provided and based on that planning further business strategies.
- Formulating business in new and growth areas and motivating people to perform beyond their normal past established skills/ levels.
- An enterprising leader & problem solver, with strong work ethic & skills in leading personnel towards accomplishment of common goals

Key Skills

- Strategic Planning Restaurant Operations.
- P & L Management and reach goals.
- Recruitment of team towards brand Menu.
- R & D and development.
- Stakeholder & Franchise brand Management and KIP'S applied.
- Guest Management & Event Planner.
- Invention as trends of marketing.
- Training & Development of staff.

- WORK EXPERIENCE -

➤ **Al Watan Holding Co. – Kuwait** **Al Terkait Company for Food & Beverage**

Designation: Operation Manager & Restaurant Manager

Duration: 1st September 2020 till date.

Projects started and are running successfully under my supervision

1. Top Bun
2. Flakey
3. Lento
4. Sugar Star

Duties and Responsibilities:

- Managing daily operations of food and beverage department.
- Assist in hiring, training and disciplining employees to achieve department objectives.
- Assist in annual budget preparation and expense management activities.
- Analyze expenditures and revenues and accordingly develop profit and loss statement for management.
- Ensure that staffs follow standard operating procedures for operational efficiency.

- Conduct team meetings to discuss about ongoing issues and recommendations.
- Educate staffs on health department guidelines and safety and sanitation programs.
- Investigate accidents and breakages within the department and recommend corrective actions.
- Establish and enforce standards for food and beverage quality.
- Implement marketing strategies to increase sales and profitability.
- Analyze guest concerns and recommend corrective actions.
- Provide outstanding customer services and ensure customer satisfaction.
- Implement operational strategies to ensure quality and productivity.
- Ensure that facility is maintained clean, safe and organized.
- Assist in inventory management and cost control activities while maintaining high quality.
- Daily dealing and discussing with owners regarding brand development and apply the mood board required in restaurant.

➤ **Gastronomica General Trading Company-Kuwait-White Robata (Japanese cuisine)**

Designation: Assistant Restaurant Manager

Duration: 1st January 2019 till August 2020

Designation: Front of the House Supervisor (Pre-Opening Team Member)

Duration: 7th September 2017 till December 2018.

Duties and Responsibilities as Front of the House Supervisor:

- Restaurant Staff Training.
- Managing restaurant staff's work schedules.
- Conducting regular inspections of the restaurant kitchen to determine whether proper standards of hygiene and sanitation are maintained.
- Overseeing food preparation, presentation, and storage to ensure compliance with food health and safety regulations.
- Checking in on dining customers to enquire about food quality and service.
- Monitoring inventory and ensuring that all food supplies and other restaurant essentials are adequately stocked.
- Monitoring the restaurant's cash flow and settling outstanding bills.
- Reviewing customer surveys to develop and implement ways to improve customer service.
- Resolving customer complaints in a professional manner.

Duties and Responsibilities as Assistant Restaurant Manager:

- Coordinate daily Front of the House and Back of the House restaurant operations
- Deliver superior service and maximize customer satisfaction
- Respond efficiently and accurately to customer complaints
- Regularly review product quality and research new vendors
- Organize and supervise shifts
- Appraise staff performance and provide feedback to improve productivity
- Estimate future needs for goods, kitchen utensils and cleaning products
- Ensure compliance with sanitation and safety regulations
- Manage restaurant's good image and suggest ways to improve it
- Control operational costs and identify measures to cut waste
- Create detailed reports on weekly, monthly and annual revenues and expenses
- Promote the brand in the local community through word-of-mouth and restaurant events
- Recommend ways to reach a broader audience (e.g. discounts and social media ads)
- Train new and current employees on proper customer service practices
- Implement policies and protocols that will maintain future restaurant operations
- Coordinating daily restaurant management operations
- Delivering superior food and beverage service and maximizing customer satisfaction

➤ **M.H. Alshaya - KATSUYA -Japanese cuisine By PHILLIP STARK, Kuwait**

Designation: Waiter (Pre-Opening Team Member)

Duration: 30th May 2014 till 15th Aug 2017

➤ **AQABA Restaurant, Mumbai - India**

Designation: Assistant Restaurant Manager (Pre-Opening Team Member)

Duration: March 2014 to May 2014

➤ **YAUATCHA, Mumbai - India**

Designation: Waiter (Pre-Opening Team Member)

Duration: 1st Nov 2011 to 13 July 2013

➤ **HAKKASAN, Mumbai - India**

Designation: Waiter (Pre-Opening Team Member)

Duration: 1st August 2013 to March 2014

➤ **Mc Donald's, Mumbai -India**

Designation: Trainee Floor Manager

Duration: 31st January 2011 to 29th September 2011

➤ **DIO'S Banquet, Mumbai - India (Part-Time)**

Designation: Food and Beverage Service Department & Production – Banquet

Duration: 01st January 2008 to 30th June 2009

Industrial Training

➤ **Sea Princess Hotel Mumbai – 2007**

-EDUCATION-

- **2009: Bachelor of Hotel & Tourism Management, Degree Certificate Examination, University of Mumbai**
- **2006: Higher School Secondary Certificate, Maharashtra State Board of Education**
- **2002: Secondary School Certificate, Maharashtra State Board of Education**

- SKILLS -

- Team Player
- Planner
- Motivational Leader
- Communicator
- Ability to Work Under Pressure.
- Decision Making.
- Time Management.
- Self-motivation.
- Conflict Resolution.
- Leadership.
- Adaptability.
- Flexible & adapt quickly to any environment
- Positive Attitude

- LANGUAGES -

- English, Hindi, Marathi, Basic Arabic.

- Professional Enhancement Training-

- Boecker L2 Award in Food Safety Basic Food Hygiene
- Britishwings Associates 'Basic Fire Safety Training Program'.
- Industrial Training Sea Princess Hotel Mumbai
- 2200HACCP training attended and Lead audit as per ISO standards.
- Ecolab MSDA training attended.

- Personal Information -

Date of birth: 24th March, 1985

Place of birth: India

Marital Status: Married

Residency Type: Kuwait - Article 18 transferrable

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References: SAAJAN IBRAHIM - General Manager at Yauatcha Mumbai -Contact No. +91-9867010292